

**PART III**  
**PERFORMANCE STANDARDS FOR EMPLOYEES**

## PART III

# PERFORMANCE STANDARDS FOR EMPLOYEES

This Table of Reference shall be used as reference by faculty and staff of the University in the preparation of their Individual Performance Commitment and Review (IPCR) reports.

Note: CSC Memorandum Circular No. 6, s. 2012, p. 7 (Guidelines on the Establishment of Agency SPMS) provides that, “Unless the work output of a particular duty has been assigned pre-set standards by management, its standards shall be agreed upon by the supervisors and the ratees”. Thus, performance standards for functions performed by employees that are not found in this Table of Reference shall be set and agreed upon by the supervisor and the employee.

### SECTION 1. HIGHER EDUCATION PROGRAM

SDP Objectives/ MFO	PPA (Translated into Office Outcomes)	Deliverables	Performance Measures	Performance Measures/Standards in terms of Quantity, Quality, and Timeliness			Responsible Units/ Individuals
				Quantity	Quality	Timeliness	
Quality of instruction upgraded (Higher Education Services)	Quality assurance of programs	Develop, Review, and/or Update Curricula	Submission of proposal for revised/updated curricula 3 days before the Academic Council Meeting			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Dean, Program Chairperson or Faculty assigned,
		Prepare documents for accreditation/ program evaluation by AACUP and CHED	Submission of complete documents for accreditation on schedule set by authorities			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Dean, Program Chairperson or faculty assigned Assigned non-teaching personnel
	Prepare COD/COE requirements						
	Classroom Instruction	Deliver classroom instruction	Rating from classroom observation by Program Chairperson or Dean (Supervisor’s Rating)		5 – Rating of 4.51 to 5.0 in Classroom observation by supervisor 4 – Rating of 3.51 to 4.50 3 – Rating of 2.51 to 3.50 2 – Rating of 1.51 to 2.50 1 – Rating of less than 1.50		Program Chairperson  All faculty members
		Prepare and maintain the following: (a) Outcome-based Syllabi	Submission of outcome-based and updated syllabi in all the assigned subjects on deadline	5 – 100% of the assigned subjects 1 – Less than the total number of subjects assigned	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Program Chairperson Faculty members
		(b) Outcome-based IM	Submission of 1 approved IM	5 – 1 IM approved 1 – none			Program Chairperson Faculty Members

		(c) Grading sheets	Submitted accurate and complete Grading Sheets as scheduled (With e-copy for campuses with system)	5 – 100% of the assigned subjects 1 – Less than the total number of subjects assigned	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Program Chairperson Faculty members
		Submission of Classroom Outputs	Submission of Classroom Outputs such as: - TOS - Exam (Test Question) - Sample student outputs	5 – 100% of the assigned subjects 1 – Less than the total number of subjects assigned	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- 3 or more days before set deadline 4 – 1 to 2 days 3 – on set deadline 2 – 1 to 2 days after set deadline 1 – 3 or more days after set deadline	Program Chairperson Faculty members
		Student Evaluation Report/Evaluation	Preparation/Submission of student evaluation report/summary to the Dean	5 – 100% of faculty members evaluated 1 – some faculty members not evaluated		5 – on set schedule 4 – 1 day after set schedule 3 – 2 days 2 – 3 days 1 – 4 days	Program Chairperson
	Faculty development	Attend trainings and seminars for faculty development	Attendance to SWT for faculty development within the year	5 – 3 national or more/1 or more international SWT/5 local SWT 4 – 4 local SWT 3 – 3 local SWT 2 – 2 local SWT 1 – 1 local SWT	5 – Submitted proposal in relation to the SWT attended and submitted report (with certificate) 4 – Echoed insights or lessons learned from the SWT attended and submitted report (with certificate) 3 – Submitted report (with certificate) on the SWT attended 2 – Submitted documentation 1 – Submitted certificate only  Note: Submission of report (with certificate) to HRD, cc campus HRD and immediate supervisor)	5 – submitted required documents within 5 working days upon return 4 - submitted required documents 6 to 8 working days upon return 3 - submitted required documents 9-11 working days upon return 2 - submitted required documents 12 to 14 working days upon return 1 – submitted 15 days or more	Program Chairperson/Deans Faculty members
	Formulation of operations manual for colleges	Prepare ISO-aligned QMS documents in accordance to the requirements of the IATF	Submission of accurate/ acceptable ISO-aligned QMS for core processes on set schedule.	5 – 91-100% complete documents (per checklist) 4 – 80-90% 3-60-79% 2 – 40-59% 1 – less than 40%	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Assigned units per University Issuance
	Tracer study of graduates	Conduct tracer study of graduates	Submission of completed tracer study with at least 30% of target population traced on set deadline.	5 – Traced 130% and above of the target population of the study 4 – 115-129% 3 – 100-114% 2 – 51%-99% 1 – 50% and below	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Assigned faculty member Program Chairperson Dean

	Repair, upgrading and installation of instruction support equipment	Assess instruction-support facilities in colleges in coordination with the Infrastructure and Site Development	Submission of assessment report on instruction-support facilities or proposal for consideration in the Budget Proposal/APP on schedule.			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Program Chairperson Dean
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## SECTION 2. ADVANCED EDUCATION PROGRAM

Pls. refer to appropriate indicators from section 3-Research Program and section 1- Higher Education Program

## SECTION 3- ADVANCED RESEARCH PROGRAM

SDP Objectives/ MFO	PPA (Translated into Office Outcomes)	Deliverables	Performance Measures	Performance Measures/Standards in terms of Quantity, Quality, and Timeliness			Responsible Units/ Individuals
				Quantity	Quality	Timeliness	
Capacitate RD human resources	RD personnel profile improved	Attend SWTs for staff development (internal or external SWTs)	Attendance to SWT for RD personnel development within the year	5- 32 hours or more 4- 24 hours 3-16 hours 2-8 hours 1-4 hours	5 –Submitted proposal in relation to the SWT attended and submitted report (with certificate) 4 – Echoed insights or lessons learned from the SWT attended and submitted report (with certificate) 3 – Submitted report (with certificate) on the SWT attended 2 – Submitted documentation 1 – Submitted certificate only  Note: Submission of report (with certificate) to HRD, cc campus HRD and immediate supervisor)	5 – submitted required documents within 5 working days upon return 4 - submitted required documents 6 to 8 working days upon return 3 - submitted required documents 9-11 working days upon return 2 - submitted required documents 12 to 14 working days upon return 1 – submitted 15 days or more	RD personnel
Intensify conduct of research	Increased number of researches completed within the prescribed timeframe	Prepare proposals for review and implementation	Submission of proposals according to the required teaching load per Policy-Guideline 65, s. 2015 for review and acceptance by the URC on set deadline	(If only one proposal) 5 – URC favorably accepted the proposal 4 – URC accepted the proposal but with minor revisions 3 – URC accepted the proposal but with major revisions 2 – URC deferred the proposal 1 – URC rejected the proposal  (If more than one proposal) 5 – URC favorably accepted all the proposals 4 – URC accepted all proposals but with minor revisions	(If only one proposal) 5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline		Faculty researchers

					3 – URC accepted all proposals but with major revisions or accepted some proposals with minor revisions 2 – URC deferred/rejected some proposals 1 – URC rejected all the proposals		
		Implement approved researches	Completion of the research/es within the prescribed timeframe		5- no recommendations for further improvement 4- with 1 recommendation 3 – with 2 recommendation 2-with 3 recommendation 1 – with 4 or more recommendations  Note: Based on the AIH Review of completed researches	5 – 1 month before end of the timeframe 4- 2 weeks before end of the timeframe 3 – within the timeframe 2- within 2 weeks after end of the timeframe 1 – beyond 2 weeks after end of the timeframe	Faculty researcher
Increase visibility of research outputs	Increased number of published and presented research output	Publish and present research outputs	Publication of research output within two years after completion		5 – Published in CHED-recognized international journal (ISI/Scopus/Thompson/Reuters/Elsevier/May journal) 4 –national journal 3- regional journal 2 – university 1 – other journals not CHED-recognized	5 – within first six months after completion of the study 4 – within six months to 12 months 3 – within 13 to 18 months after completion 2-19 to 24 months 1 – beyond two years (or 25 months above) after completion	Faculty researcher
			Presentation of research output in fora/ conference within two years		5 – Presented in international conference 4 –national conference 3- regional conference 2 – university conference 1 – college	5 – within first six months after completion of the study 4 – within six months to 12 months 3 – within 13 to 18 months after completion 2-19 to 24 months 1 – beyond two years (or 25 months above) after completion	Faculty researcher
Generate, package, and patent technologies, systems, and programs	Patenting and or copyrighting of utility models/ inventions	Prepare documents needed for submission of utility models/ inventions for patenting and or copyrighting	Submission of invention or utility models for patenting and or copyrighting		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	RD Personnel

## SECTION 4- EXTENSION PROGRAM

SDP Objectives/ MFO	PPA (Translated into Office Outcomes)	Deliverables	Performance Measures	Performance Measures/Standards in terms of Quantity, Quality, and Timeliness			Responsible Units/ Individuals
				Quantity	Quality	Timeliness	
Package and transfer knowledge and technologies responsive to the needs of target communities	Target communities served with packaged technologies	Conduct training needs assessment	Submission of TNA report on set schedule			5 – Submits report 3 days or more before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Faculty/Extension Coordinator ET personnel
		Package information and technologies	Packaging and reproduction of information and technology on set schedule			5 – Package and or reproduce information and technology 3 days schedule 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Faculty/Extension Coordinator ET personnel
		Implement extension projects	Submission of project/ activity proposals for extension on set schedule		5 – accepted by the Review Committee with no revision 4 – accepted with minor revision 3 – deferred due to factors beyond the control of the proponent 2 – deferred due to factors controllable by the proponent 1 – no submission	5 – Submits proposal 3 days or more before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Faculty/Extension Coordinator ET personnel
			Submission of terminal report for extension projects implemented 1 week after the conduct of extension activity (Submission to concerned College Extension Coordinator/Campus Chairperson/ RDET)		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – Submits 3 days or more before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date 2 – within	Faculty/Extension Coordinator ET Personnel
Intensify monitoring, evaluation and impact assessment of extension	Improved extension services to target communities	Implement viable demo projects with ROI/ROR	Regular monitoring of viable demo projects with ROI/ROR on set schedule	5 – 100% of the projects with ROI/ROR 1 – less than the total number of projects with ROI/ROR		5 –3 days or more before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date	ET personnel

programs conducted for technical advisory and strategic planning						1 – within 3 or more days after due date	
		Conduct extension trainings	Submission of proposals for extension trainings		5 – accepted by the Review Committee with no revision 4 – accepted with minor revision 3 – deferred due to factors beyond the control of the proponent 2 – deferred due to factors controllable by the proponent 1 – no submission	5 – Submits proposal 3 days or more before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	ET personnel Faculty/Extension Coordinator
		Provide technical advice/advisory services	Submission of report on technical advisory services on set schedule			5 – Submits report 3 days or more before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Faculty/Extension Coordinator
Intensify linkages and networking with other institutions in local, regional, national and international levels	Strengthened linkages with other institutions	Link with other agencies for resource-sharing/externally-funded projects and assist LGUs in development planning	Submission of at least one (1) proposal for new partnership/linkage with other agencies/for externally-funded projects and assistance to LGUs in development planning on set schedule			5 – Submits 3 days or more before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	ET personnel Faculty/Extension Coordinator
Capacitate human resources for extension and training	Improved profile of extension personnel	Attend SWTs for staff development	Attendance to SWT for ET personnel development	5- 32 hours or more 4- 24 hours 3-16 hours 2-8 hours 1-4 hours	5 –Submitted proposal in relation to the SWT attended and submitted report (with certificate) 4 – Echoed insights or lessons learned from the SWT attended and submitted report (with certificate) 3 – Submitted report (with certificate) on the SWT attended 2 – Submitted documentation 1 – Submitted certificate only	5 – submitted required documents within 5 working days upon return 4 - submitted required documents 6 to 8 working days upon return 3 - submitted required documents 9-11 working days upon return 2 - submitted required documents 12 to 14 working days upon return 1 – submitted 15 days or more	ET personnel Faculty/Extension Coordinator



					Note: Submission of report (with certificate) to HRD, cc campus HRD and immediate supervisor)		
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## SECTION 5- SUPPORT TO OPERATIONS

SDP Objectives/ MFO	PPA (Translated into Office Outcomes)	Deliverables	Performance Measures	Performance Measures/Standards in terms of Quantity, Quality, and Timeliness			Responsible Units/ Individuals
				Quantity	Quality	Timeliness	
Quality of instruction-support services upgraded	Delivery of student services improved (Academic)	Submit report on client satisfaction survey on student services	Submission of completed and accurate Client Satisfaction Survey Report on schedule			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Personnel in-charge (office clerk/assistant)

		Enrolment/Registration					
		<ul style="list-style-type: none"> <li>Facilitate enrolment processes</li> </ul>	100% of Enrolment form filled out correctly upon enrolment		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Registrar's office personnel College Deans, Chairpersons Guidance office personnel
		<ul style="list-style-type: none"> <li>Encode Grading Sheets submitted by professors</li> </ul>	100% Grading Sheet are encoded in the SIAS		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5-GS receive & encoded 5 days after the exam 4-GS received and encoded 6 days after the exam 3- GS received and encoded 7 days after exam 2-GS received and encoded 8 days after exam 1 – GS receive and encoded 9 days and above after exam	Registrar Office personnel
		<ul style="list-style-type: none"> <li>Evaluate Grades and documents of graduating students</li> </ul>	Graduating Students are evaluated on scheduled date		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- evaluate student in 5 minutes 4-evaluated students in 6 to 10 minutes 3- evaluated students in 11-15 minutes 2-evaluated students in 16 to 20 minutes 1 – evaluated beyond 20 minutes	Registrar Office personnel
		<ul style="list-style-type: none"> <li>Prepare and issue certificate of:</li> </ul>					
		a. Grades:	Prepared and issued certificate of grades		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel

		b. Enrolment	Prepared and issued certificate of enrolment		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
		c. Earned Units;	Prepared and issued certificate of earned units		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
		d. General Weighted Average (GWA)	Prepared and issued certificate of GWA		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
		e. Certification, Authentication, and verification (CAV) – for Red ribbon of School credentials;	Prepared and issued certificate of CAV		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
		f. Undertaking:	Prepared and issued certificate of undertaking		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
		g. Graduation	Prepared and issued certificate of graduation		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
		• Verifications of student’s records requested by other agencies	Students’ records verified as requested by other agencies		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
		• Generation of reports on enrollment, graduation data for internal use	Accuracy of the reports		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel

		<ul style="list-style-type: none"> <li>Authentication of TOR and Diploma</li> </ul>	TOR and diploma authenticated		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
		<ul style="list-style-type: none"> <li>Encoding and printing of class schedule</li> </ul>	100% class schedule are encoded and printed for distribution to Deans		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar Office personnel
		<ul style="list-style-type: none"> <li>Evaluate required enrolment documents</li> </ul>	100% of enrolment documents accepted are complete and correct upon receipt		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day of receipt of request 4 – within 1 day after receipt 3 – within 2 days after receipt 2 – within 3 days after 1 – more than 4 days	Registrar’s office personnel College Deans, Chairpersons Guidance office personnel
		<ul style="list-style-type: none"> <li>Facilitate enrolment processes</li> </ul>	100% of Enrolment Form filled out correctly upon enrolment		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	NA	Registrar’s office personnel College Deans, Chairpersons Guidance office personnel
		<b>Library Services</b>					
		<ul style="list-style-type: none"> <li>Purchasing of books</li> </ul>	Purchased books according to specifications	5-130% and above the target 4-115-129% 3-100-114% 2-51-99% 1-50% and below			Library personnel
		<ul style="list-style-type: none"> <li>Subscription of periodicals/e-journals</li> </ul>	Submission of request for subscription of periodicals/ e-journals	5-130% and above the target 4-115-129% 3-100-114% 2-51-99% 1-50% and below			Library personnel
		<ul style="list-style-type: none"> <li>Cataloguing, classifying and inputting of books in the library database</li> </ul>	Catalogued, classified, and inputted books in the library database	5– 100% of the materials properly catalogued, classified and inputted 1-below 100%	5– no error 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors		Library personnel
		<ul style="list-style-type: none"> <li>Download e-journals and prepared hard and e-copy</li> </ul>	Downloaded e-journals and prepared hard and e-copy	5-130% and above the target 4-115-129% 3-100-114% 2-51-99% 1-50% and below			Library personnel
		<ul style="list-style-type: none"> <li>Inventory of library resources</li> </ul>	Library resources inventoried	5– 100% of the materials properly catalogued, classified and inputted 1-below 100%			Library personnel

		<ul style="list-style-type: none"> <li>Linkaging for library resources</li> </ul>	<p>a) MOUs/MOAs signed/maintained for library resources within the rating period</p> <p>b) Donations acquired within the rating period</p>	<p>5-130% and above the target</p> <p>4-115-129%</p> <p>3-100-114%</p> <p>2-51-99%</p> <p>1-50% and below</p>			Library personnel
		<ul style="list-style-type: none"> <li>Issue library borrowers' card</li> </ul>	Library borrowers' card issued to clients/customers	<p>5-100% of freshmen and transferees</p> <p>1-below 100%</p>		<p>5-immediately</p> <p>4-within 5 minutes</p> <p>3-within 10 minutes</p> <p>2-within 15 minutes</p> <p>1-after 15 minutes</p>	Library personnel
		<ul style="list-style-type: none"> <li>Orient freshmen on library rules</li> </ul>	Freshmen oriented on library rules	<p>5-100% of information given</p> <p>1-below 100%</p>			Library personnel
		<ul style="list-style-type: none"> <li>Manage promotional activities</li> </ul>	Promotional activities provided within the rating period	<p>5-130% and above the target</p> <p>4-115-129%</p> <p>3-100-114%</p> <p>2-51-99%</p> <p>1-50% and below</p>			Library personnel
		<ul style="list-style-type: none"> <li>System development for library services</li> </ul>	Submission of proposal for system development	<p>5- fully implemented</p> <p>4- functional but not implemented</p> <p>3- functional with minor revision</p> <p>2- functional with major revision</p> <p>1-total revision</p>			Library personnel
		<ul style="list-style-type: none"> <li>Monitor library entry of students and clients</li> </ul>	Monitoring of library users	<p>5-100% of library users monitored</p> <p>1-below 100%</p>	<p>5- no error</p> <p>4-with 1 error</p> <p>3-with 2 errors</p> <p>2-with 3 errors</p> <p>1-with 4 errors</p>	<p>5 – daily</p> <p>4 – 1 to 2 days before deadline</p> <p>3 – daily</p> <p>2 – 1 to 2 days after deadline</p> <p>1 – 3 or more</p>	Library personnel
		<ul style="list-style-type: none"> <li>Library reference assistance/ guidance</li> </ul>	<p>a) Request for assistance on borrowing of materials acted upon</p> <p>b) Request for assistance of computer use for research</p>		<p>Client's Rating:</p> <p>5 – Outstanding</p> <p>4 – Very Satisfactory</p> <p>3 – Satisfactory</p> <p>2 – Poor</p> <p>1 – Very Poor</p>		Library personnel
		<p><b>Student Services and Development</b></p> <ul style="list-style-type: none"> <li>Guidance and Counseling services</li> </ul>	Career placement: Activities for career placement conducted	<p>5-Graduating students from all (100%) of the programs</p> <p>1-below 100%</p>		<p>5 – 3 or more days before deadline</p> <p>4 – 1 to 2 days before deadline</p> <p>3 – on set deadline</p> <p>2 – 1 to 2 days after deadline</p> <p>1 – 3 or more days after deadline</p>	DSSD personnel
			Students for counseling served on time		<p>Client's Rating:</p> <p>5 – Outstanding</p> <p>4 – Very Satisfactory</p> <p>3 – Satisfactory</p>	<p>5 – 3 or more days before deadline</p> <p>4 – 1 to 2 days before deadline</p> <p>3 – on set deadline</p> <p>2 – 1 to 2 days after deadline</p>	DSSD personnel

					2 – Poor 1 – Very Poor	1 – 3 or more days after deadline	
		<ul style="list-style-type: none"> <li>Student housing services</li> </ul>	Submission of request or proposal for improvement of student housing services		Client's Rating: 5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Poor 1 – Very Poor	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel
		<ul style="list-style-type: none"> <li>Student publication</li> </ul>	Distribution of student paper	5-100% of the student population and major offices given copies of the publication 4-90-100% of the population given copy of the publication 3-75%to 89% of the student population 2-50 to 74% of the student population 1-less than 50%	Client's Rating: 5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Poor 1 – Very Poor	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline (1 week before the final exam of the graduating class) 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel
		<ul style="list-style-type: none"> <li>Services to Student organizations</li> </ul>	Activities conducted for the student organizations	5-130% and above the target 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel
		<ul style="list-style-type: none"> <li>Scholarship Services</li> </ul>	Submission of monitoring report from the monitoring activities			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel
		<ul style="list-style-type: none"> <li>Alumni affairs</li> </ul>	Coordination with partner-agencies/individuals for student scholarship	5-100% of partner-agencies/individuals for scholarship 1-below 100%			DSSD personnel
			Updating of Alumni directory (based on the completed tracer study)	5-95-100% of the graduates traced 1-below 100%		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel
		<b>Socio-Cultural Services</b> <ul style="list-style-type: none"> <li>Performing Arts and Literary groups</li> </ul>	Presented cultural shows to school and outside activities			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel/Socio-Cultural personnel
		<ul style="list-style-type: none"> <li>Competition</li> </ul>	Selected performers for Regional/National competition			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel/Socio-Cultural personnel

			Socio-cultural competitions participated in a year	5-130% and above the targeted number of competitions 4-115-129% 3-100-114% (3-local, regional, national) 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel/Socio-Cultural personnel
			Number of participants	5-100% of the selected participants 1-below 100%			
		• Museum	Promoted the museum	5-130% and above the target on the number of guests/visitors 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel/Socio-Cultural personnel
			Preserved/Maintained artifacts	5-100% of the artifacts collected preserved and maintained 1-below 100%			DSSD personnel/Socio-Cultural personnel
			New artifacts collected	5-130% and above the target on the number of guests/visitors 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DSSD personnel/Socio-Cultural personnel
		<b>PE &amp; Sports Local Competition</b>					
		• Athletic Meets	Athletic competitions participated in a year	5-130% and above the targeted number of competitions 4-115-129% 3-100-114% (3-local, regional, national) 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Director, Coach, Coordinator
			Conduct try-outs and trainings:			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Director, Coach, Coordinator
			Place in the competitions: a. regional		5-1 <sup>st</sup> place in the event 4-2 <sup>nd</sup> place 3-3 <sup>rd</sup> place 2-4 <sup>th</sup> place 1-5 <sup>th</sup> place and above		Director, Coach, Coordinator
			b. national		5-1 <sup>st</sup> place in the event		Director, Coach, Coordinator

					4-2 <sup>nd</sup> place 3-3 <sup>rd</sup> place 2-4 <sup>th</sup> place 1-5 <sup>th</sup> place and above		
		<b>NSTP/ROTC</b> • ROTC Trainings	Conduct training activities	5-130% and above the targeted number of outreach programs 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	NSTP director, coordinator, instructors
		• Outreach programs	Conduct outreach programs	5-130% and above the targeted number of outreach programs 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	NSTP director, coordinator, instructors
		• Tree-planting activities	Conduct of tree-planting activities	5-130% and above the targeted number of tree-planting activities 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	NSTP director, coordinator, instructors
		<b>International Relations</b>					
		Processing of TOR and Diploma of foreign students at the Department of Foreign Affairs/Foreign Embassy for authentication	Authenticated TOR and Diploma of foreign students by the DFA		5 - with no error 4 - with 1 error 3 - with 2 errors 2 - with 3 errors 1 - with 4 or more errors	5 - within 10 days after receipt of request 4 - within 11-12 days after receipt of request 3 - within 13-15 days after receipt of request 2 - within 16-18 days after receipt of request 1 - more than 18 days after receipt of request	IRO Personnel
		Processing of foreign students' documents at the Bureau of Immigration	Application for Special Study Permits, waivers of extension of stay, tourist ACR I-Card		5 - with no error 4 - with 1 error 3 - with 2 errors 2 - with 3 errors 1 - with 4 or more errors	5 - within 3 days after receipt of request 4 - within 4 days after receipt of request 3 - within 5 days after receipt of request 2- within 6 days after receipt of request 1- more than 6 days after receipt of request	IRO Personnel



			Application for the conversion of temporary visas to 9(f) student visa and for foreign student ACR I-Card		5 - with no error 4 - with 1 error 3 - with 2 errors 2 - with 3 errors 1 - with 4 or more errors	5 - within 3 days after receipt of request 4 - within 4 days after receipt of request 3 - within 5 days after receipt of request 2- within 6 days after receipt of request 1- more than 6 days after receipt of request	IRO Personnel
		Benchmarking and collaboration with HEIs and agencies locally and abroad	No. of local and international HEIs and agencies collaborated with	5 - 3 or more HEIs/agencies 3 - 2 HEIs/agencies 1 - 1 HEIs/agencies			IRO Personnel
		Orientations on international activities/ events/ programs of the university	No. of orientations planned or conducted	5 - 3 or more orientations 3 - 2 orientations 1 - 1 orientation			IRO Personnel, Concerned Units
		Recruitment, selection, invitation, and assistance to international students/faculty/staff	No. of outbound students	5 - 3 or more outbound students 3 - 2 outbound students 1 - 1 outbound student			IRO Personnel, Concerned Units and Colleges, Students
			No. of inbound students	5 - 3 or more inbound students 3 - 2 inbound students 1 - 1 inbound student			IRO Personnel, Concerned Units and Colleges, Students
			No. of outbound and inbound faculty/staff engaged in international teaching/research/conferences (offshore and inshore)	5 - 3 or more faculty/staff 3 - 2 faculty/staff 1 - 1 faculty/staff			IRO Personnel, Concerned Units and Colleges, Students
		<b>Quality Assurance</b> <ul style="list-style-type: none"> <li>Rationalization of programs</li> <li>Curricular development</li> <li>Accreditation of programs</li> </ul>	Coordinated accreditation schedules	5-130% and above the targeted number 4-115-129% 3-100-114% 2-51-99% 1-50% and below		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	VPAA, QAO director, dean, campus director, coordinator, program chairperson
			Submission of proposals for curricular review, revision, and development	5-100% of the projects inspected/monitored 1-below 100%		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	VPAA, QAO director, dean, campus director, coordinator, program chairperson
		<ul style="list-style-type: none"> <li>Licensure examination</li> </ul>	Activities to improve performance in licensure examination conducted	5-130% and above the targeted number 4-115-129% 3-100-114%		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline	VPAA, QAO director, dean, campus director, coordinator, program chairperson

				2-51-99% 1-50% and below		1 – 3 or more days after deadline	
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## SECTION 6 – GENERAL ADMINISTRATION & SUPPORT SERVICES

SDP Objectives/ MFO	PPA <i>(Translated into Office Outcomes)</i>	Deliverables	Performance Measures	Performance Measures/Standards in terms of Quantity, Quality, and Timeliness			Responsible Units/ Individuals
				Quantity	Quality	Timeliness	
Adhere to good governance conditions	Improve administrative proficiency and financial management	Maintain and update Transparency Seal	Submission of reports to regularly update the Transparency Seal a) BAR			5 – 3 or more days before deadline 4 – 1 to 2 days before the deadline 3 – on deadline (last day of the following month of every quarter) 2 – 1 to 2 days late 1 – 3 days or more after deadline	Planning unit personnel
			b) FARs				Budget Office personnel
			c) Guidelines in Rating and Ranking of Delivery Units (per IATF MC)				Planning unit personnel
			d) ISO documents	5 – 91-100% complete documents (per checklist) 4 – 80-90% 3-60-79% 2 – 40-59% 1 – less than 40%			Assigned personnel
			Updating of the Website's Transparency Seal			5 – 3 or more days before deadline 4 – 1 to 2 days before the deadline 3 – on deadline (last day of the following month of every quarter) 2 – 1 to 2 days late 1 – 3 days or more after deadline	ICT personnel
		Update and Post Citizen's Charter	Updating of the Citizen's Charter on set schedule			5 – Updated the Charter 3 or more days before deadline 4 – 1 to 2 days before the deadline 3 – on deadline set 2 – 1 to 2 days late 1 – 3 days or more after deadline	HRD personnel, campus HR personnel Frontline offices personnel
		Comply with PhiGEPS Posting	Regular posting of bidding in PhilGEPS	5 – 91-100% complete documents (per checklist) 4 – 80-90% 3-60-79% 2 – 40-59% 1 – less than 40%		5 – Updated PhilGEPS Posting 3 or more days before deadline 4 – 1 to 2 days before the deadline 3 – on deadline (last day of the following month of every quarter) 2 – 1 to 2 days late 1 – 3 days or more after deadline	BAC personnel
		Prepare Financial Accountability Reports	Submission of accurate and complete reports on due date to oversight agencies: (a) COA Reports			5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date	Accounting personnel
			(b) Budget Accountability Reports				Planning unit personnel

			(c) Financial Accountability Reports			1 – within 3 or more days after due date	Budget office personnel
			(d) Annual Procurement Plan				BAC personnel
			(e) APCPI				BAC personnel
		Prepare Budget Utilization Reports	Submitted the following BUR Reports (a) Obligations BUR			5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date	Finance personnel
			(b) Disbursement BUR			3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Finance personnel
		Undertake preparations and conduct of BOR, ADCO and ACADCO meetings	Send notice of meetings to BOR, ADCO and ACADCO Members			5- 3 or more days before deadline 4- 1 to 2 days before deadline 3- on set deadline 2- 1 to 2 days after deadline 1- 3 or more days after deadline	University & Board Secretary
			Transmission of packaged agenda folders for BOR, ADCO and ACADCO meetings			5- 3 or more days the meeting 4- 1 to 2 days the meeting 3- during the meeting 2- 1 to 2 days the meeting 1- 3 or more days the meeting	
			Result of post-meeting survey by BOR members every meeting as to: a) Performance b) Venue, facilities, etc.		5- Outstanding 4- Very Satisfactory 3- Satisfactory 2- Poor 1- Very Poor		
		Initiate preparation of post-meeting documents after the BOR, ADCO and ACADCO Meetings	Write the draft minutes of previous meetings: a) BOR b) ADCO c) ACADCO d) Other Committees	5- complete 1-incomplete	5- no error 4- with 1 error 3-with 2 errors 2- with 3 errors 1- with 4 or more errors	5- 5 days the meeting 4- 10 days the meeting 3- 15 days after the meeting 2- 20 days after the meeting 1- 30 days after the meeting	University & Board Secretary
			Write and finalize the certifications, matrix and excerpts of resolutions promulgated by the BOR, ADCO and ACADCO during its meeting	5- complete 1-incomplete	5- no error 4- with 1 error 3-with 2 errors 2- with 3 errors 1- with 4 or more errors	5- 1 to 5 days the meeting 4- 6 to 10 days the meeting 3- 11 to 15 days after the meeting 2- 16 to 20 days after the meeting 1- 21 or more days after the meeting	University & Board Secretary
			Write and finalize policy guidelines promulgated by the BOR	5- complete 1-incomplete	5- no error 4- with 1 error 3-with 2 errors 2- with 3 errors 1- with 4 or more errors	5- 3 or more days before the deadline 4- 1 to 2 days before the deadline 3- on set deadline 2- 1 to 2 days after the deadline 1- 3 or more days after the deadline	University & Board Secretary
		Facilitate the approval of BOR referendum	Submit the packaged referendum to the BOR Chairperson and Members for their signature and approval	5- complete 1-incomplete	5- no error 4- with 1 error 3-with 2 errors 2- with 3 errors	5- 3 or more days before the deadline 4- 1 to 2 days before the deadline 3- on set deadline 2- 1 to 2 days after the deadline	University & Board Secretary

					1- with 4 or more errors	1- 3 or more days after the deadline	
		Prepare Reports on Personnel Profile	Submission of summary reports on: Teaching and Non-teaching personnel who attended SWT: (a) International; (b) National/Regional (c) Institutional/Local as set by the head of unit	5 – 91-100% complete documents (per checklist) 4 – 80-90% 3-60-79% 2 – 40-59% 1 – less than 40%		5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date (monthly, every 15 <sup>th</sup> day of the following month) 2 – within 1-2 days after the due date 1 – within 3 or more days after due date  Note: Submission – at the University HRD	HRD Campus HRD Office staff/personnel
			Attendance to SWT for non-teaching personnel	5- 32 hours or more 4- 24 hours 3-16 hours 2-8 hours 1-4 hours	5 –Submitted proposal in relation to the SWT attended and submitted report (with certificate) 4 – Echoed insights or lessons learned from the SWT attended and submitted report (with certificate) 3 – Submitted report (with certificate) on the SWT attended 2 – Submitted documentation 1 – Submitted certificate only  Note: Submission of report (with certificate) to HRD, cc campus HRD and immediate supervisor)	5 – submitted required documents within 5 working days upon return 4 - submitted required documents 6 to 8 working days upon return 3 - submitted required documents 9-11 working days upon return 2 - submitted required documents 12 to 14 working days upon return 1 – submitted 15 days or more	Non-teaching personnel
		Compliance to Enhance PRIME-HRM requirements in the four (4) HRM system under maturity level (Recruitment Selection and Placement; Learning and Development; Performance 5-Mngt.; Rewards and Recognition)	5 - 100% (Completeness of documents submitted) 4 - 80-99% 3 – 60-79% 2 – 51-59% 1 – 50 and below		5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date (monthly, every 15 <sup>th</sup> day of the following month) 2 – within 1-2 days after the due date 1 – within 3 or more days after due date		

## SECTION 6.1 – COMMON FUNCTIONS FOR FACULTY & STAFF

MFO/PPA <i>(Translated into Office Outcomes)</i>	Deliverables	Performance Measures	Performance Measures in terms of Quantity, Quality, and Timeliness			Responsible Individual
			Quantity	Quality	Timeliness	
General Administration and Support Services	Conduct Institutional Events <ul style="list-style-type: none"> <li>• Foundation Day</li> <li>• Christmas Program</li> <li>• Intramurals Day</li> <li>• Graduation Day</li> <li>• Campus Events</li> <li>• Others</li> </ul>	Conduct/Coordination of Institutional events as scheduled			5 – 7 or more weeks before set schedule 4 – 5 to 6 weeks before the set schedule 3 – 3 to 4 weeks before the set schedule 2- 2 weeks before the set schedule 1 – 1 week before the set schedule	Assigned personnel (Committee members)
	Prepare Communications <ul style="list-style-type: none"> <li>• Notice of meeting</li> <li>• Bulletin</li> <li>• Advisory</li> <li>• Office Orders</li> <li>• Simple Memo (Acknowledgement, transmittal, referral, endorsement, with template/pro-format)</li> </ul>	Finalization of communication being prepared within 3 hours		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within 1 hour 4 – within 2 hours 3 – within 3 hours 2 – within 4 hours 1 – more than 4 hours	Office personnel
	<ul style="list-style-type: none"> <li>• Circular</li> <li>• Letters</li> <li>• Certifications (Good moral character, employment, services rendered, leave credits, no administrative case, OJT, etc.)</li> <li>• Board Resolution</li> <li>• Complex Memo (Answer to Queries and Complaints, Clarifications, Technical Comments, Responses requiring CSW/External Data)</li> <li>• Proposals</li> </ul>	Finalization of communication being prepared within 3 working days		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within 1 working day 4 – within 2 working days 3 – within 3 working days 2 – within 4 working days 1 – more than 4 working days	Office personnel
	Prepare Reports; Minutes of Meetings/Referendum/Proceedings	Finalization of report prepared within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Office personnel
	Record incoming and outgoing documents	Recording of Incoming and Outgoing Documents	5 – 100% of the required documents	5- no error 4- with 1 error 3 – with 2 errors	5 – immediately upon receipt 4 – within 3 to 5 minutes 3 – within 6-10 minutes	Office personnel

			1-less than the required documents	2-with 3 errors 1 – with 4 or more errors	2 – within 11-15 minutes 1 – after 15 minutes	
	File documents	Efficiency of filing of documents (hard copy)	5 – 100% of the required documents 1-less than the required documents	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – Documents are readily accessible upon request (immediately) 4 – within 4 hours 3 – within the day upon receipt of request 2 – within 2 days 1 – after 2 days	Office personnel
	Disseminate information or communication	Dissemination of information or communication	5 – 100% of the required information 1-less than the required information	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately 4 – within 3 to 5 minutes 3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	Office personnel
	Reproduce documents	Submission of documents reproduced as requested	5 – 100% of the required documents 1-less than the required documents	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Office personnel
	<b>Provide messengerial services</b>	Messengerial service provided to appropriate recipient on time	5 – All (100%) documents delivered 1– below the total number of documents required/ needed to be delivered		5– immediately 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	GSO personnel Office personnel
	Maintain Buildings and Grounds, Facilities, Vehicles, Equipment and ICT Infrastructure	Maintenance of all rooms/office, halls, furniture and equipment	5 – 100% of the number of facility/ equipment being maintained 1-less than the total number of facility/equipment being maintained	Supervisor's Rating: 5 – Supervisor's rating is excellent/outstanding 4– Very Satisfactory 3– Satisfactory 2– Unsatisfactory/ Fair 1– Poor	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Office personnel GSO personnel
		Maintenance of all Buildings and Grounds, Facilities, Vehicles, and Equipment maintained as scheduled	5 – 100% of the number of facility/ equipment being maintained 1-less than the total number of facility/equipment being maintained	Client Satisfaction Rating 5 – Rating is excellent/outstanding 4– Very Satisfactory 3– Satisfactory 2– Unsatisfactory/ Fair 1– Poor	5 – as scheduled 1 – behind schedule	Office personnel GSO personnel  GSO personnel
	Manage Database and Website	Maintenance of database		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – once a week 4 – once in 2 weeks 3 – once in 3 weeks 2 – once in 4 weeks 1 – after 4 weeks	Office personnel (programmer)

		Updating of database	5 – 100% of the required data 1-less than the required data	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – once a week 4 – once in 2 weeks 3 – once in 3 weeks 2 – once in 4 weeks 1 – after 4 weeks	Office personnel (user)
		Maintaining the website	5 – 100% of the required documents 1-less than the required documents	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – once a week 4 – once in 2 weeks 3 – once in 3 weeks 2 – once in 4 weeks 1 – after 4 weeks	Office personnel (web administrator)
		Updating the website (press releases, announcements, important data/info)	5 – 100% of the required documents 1-less than the required documents	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – daily 4 – 4 days in a week 3 – 3 days in a week 2 – 2 days in a week 1 – 1 day in a week	Office personnel (administrator)
		Submission of announcements, or data or information to update website as required	5 – 100% of the required documents 1-less than the required documents	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Campus PIM Coordinators, Contributors
		Submission of press releases to update the website	5 – 100% of the required documents 1-less than the required documents	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – within the day after the event 4 – 2 days after the event 3 – 3 days after the event 2 – 4 days after the event 1– 5 days or more after the event	Campus PIM Coordinators, Contributors
		System development	5 -100% completion of the project phase based on the proposal 1-below 100%		5 – 2 weeks before the due date 4- 1 week before the due date 3 – on due date (based on the project timeframe) 2-1 week after the due date 1-2 or more weeks after the due date	Programmer
	Generate data and reports	Generation of data and reports as required	5 – 100% of the required documents 1-less than the required documents	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Office personnel
	Monitor/Evaluate Operations	Operations (indicate the operation monitored/evaluated) monitored/evaluated as scheduled	5 – submitted complete data/ information 1 - incomplete	5 – excellent results and no mistakes 4 – one or two minor errors and/ or has very good results 3 – three or more minor errors and/or has acceptable results	5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date	Concerned personnel in-charge in monitoring the specified operations: - MIS - OPCR (DPIM, Campus PIM) - IPCR (HRD, Campus HRD)
		a) MIS				
		b) SPMS-OPCR				
		c) SPMS - IPCR				
		d) Citizens' Charter				
		e) SALN				



	<ul style="list-style-type: none"> <li>GAD</li> <li>OJT</li> </ul>	<p>f) GAD g) OJT</p>		<p>2 – one major error or deficiency 1 – unacceptable result or careless/haphazard execution of work</p>		<ul style="list-style-type: none"> <li>Citizens' Charter (HRD, Campus HRD)</li> <li>SALN (HRD, Campus HRD)</li> <li>GAD (GAD Focal Person, GAD coordinators)</li> <li>OJT (Faculty assigned)</li> </ul>
	<ul style="list-style-type: none"> <li>Ocular inspection/ Site visitation (Infra projects, IGP, etc.)</li> </ul>	Submission of site visit report on deadline			<p>5 – Submits documents within 3 or more days before the due date 4 – within 1-2 days before the due date 3 – on due date 2 – within 1-2 days after the due date 1 – within 3 or more days after due date</p>	Office personnel
	<p>Provide administrative support</p> <ul style="list-style-type: none"> <li>Attendance</li> <li>Certificates</li> <li>Directory</li> </ul>	Preparation of materials for provision of administrative support on deadline		<p>5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors</p>	<p>5 –5 days before the scheduled activity 4 – 4 days before the scheduled activity 3 – 3 days before the scheduled activity 2 – 2 days before the scheduled activity 1 – 1 day before the scheduled activity</p>	Office personnel
	<ul style="list-style-type: none"> <li>Payment/liquidation</li> </ul>	Submission of liquidation documents or documents for payment		<p>5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors</p>	<p>5 –3 or more days before the deadline 4 – 1 to 2 days before the deadline 3 – on the deadline 2 – 1 to 2 days after the deadline 1 – 3 or more days after the deadline</p>	Office personnel concerned
	<ul style="list-style-type: none"> <li>Venue</li> <li>Catering</li> <li>Lodging arrangements</li> </ul>	Transmittal and confirmation of request forms within 2 working days before the scheduled activity		<p>5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors</p>	<p>5 –5 days before the scheduled activity 4 – 4 days before the scheduled activity 3 – 3 days before the scheduled activity 2 – 2 days before the scheduled activity 1 – 1 day before the scheduled activity</p>	Office personnel
	<ul style="list-style-type: none"> <li>Coordinate with participants</li> </ul>	Confirmation of participants			<p>5 –5 days before the scheduled activity 4 – 4 days before the scheduled activity 3 – 3 days before the scheduled activity 2 – 2 days before the scheduled activity</p>	Office personnel

					1 – 1 day before the scheduled activity	
	Review, check and sign documents	Acted upon documents/ requests			5 –immediately or within the day 4 – within 2 days 3 – within 3 days 2 – within 4 days 1 – within 5 days and above	
	Recording during Thesis/Dissertation defense  Panel of evaluator during Thesis/Dissertation defense			5- no error 4- with 1 error 3- with 2 errors 2- with 4 errors 1-with 5 or more errors	5- 3 or more days before deadline 4- 1 to 2 days before deadline 3- on set deadline 2- 1 to 2 days after deadline 1-3 days or more after deadline	Faculty/Staff  Faculty
	Communication through technological media (e-mail, social media)		5- 100% of the communication sent 1-less than the no. of communication sent	5- no error 4- with 1 error 3- with 2 errors 2- with 4 errors 1-with 5 or more errors	5- 3 or more days before deadline 4- 1 to 2 days before deadline 3- on set deadline 2- 1 to 2 days after deadline 1-3 days or more after deadline	Admin staff

## SECTION 6.2 – UNIQUE FUNCTIONS FOR ADMINISTRATIVE PERSONNEL

MFO/PPA <i>(Translated into Office Outcomes)</i>	Deliverables	Performance Measures	Performance Measures in terms of Quantity, Quality, and Timeliness			Responsible Individual
			Quantity	Quality	Timeliness	
General Administration and Support Services	<b>IFSU Policy</b> <ul style="list-style-type: none"> <li>Develop, Review/Update policies</li> </ul>	Review/Updating of policies within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	OUBS personnel; Office personnel
	<ul style="list-style-type: none"> <li>Prepare guidelines</li> </ul>	Submission of guidelines within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Assigned personnel
	<ul style="list-style-type: none"> <li>Promulgate board/policy resolutions and forge MOU/MOA</li> </ul>	Promulgation of Board Resolutions within set schedule  Forging of MOU/MOA within set schedule		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Office Personnel (OUBS, etc.)
	<ul style="list-style-type: none"> <li>Prepare plans (Strategic Development Plan)</li> </ul>	Preparation of strategic development plan within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	DPIMT personnel
	<ul style="list-style-type: none"> <li>Prepare Internal Administrative Plan (OPCR, Financial Plan, HRD Plan, APP, GAD Plan, PWD, etc.)</li> </ul>	Preparation of internal administrative plans within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Concerned office personnel
	<ul style="list-style-type: none"> <li>Prepare Agency Budget Proposal/ Estimate Plan</li> </ul>	Submission of Agency Budget within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Budget office personnel
	<ul style="list-style-type: none"> <li>Develop, Review, and or Update IFSU Materials                              &gt;Learning System Materials                              &gt;Operations Manual,                              &gt; Training Handouts,                              &gt;Presentation Materials,                              &gt;Assessment Criteria,                              &gt;Online Program,                              &gt;Information Materials</li> </ul>	Development, Review, Updating of IFSU Materials within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Concerned personnel
	<ul style="list-style-type: none"> <li>Legal Pleadings and Forms</li> </ul>	Development of legal documents within set deadline		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Legal Office/CAO personnel

	<b>Provide General Services</b>	Trip tickets prepared immediately upon receipt of approve request of travel			5 – immediately upon receipt 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	GSO personnel
		Driving service provided		Client Rating: 5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Poor 1 – Very Poor  Note: Client rating shall be submitted to the supervisor (i.e. GSO Director)	5– arrives at the departure place on time 4– delayed arrival for 5 minutes 3 – delayed arrival for 6-10 minutes 2 – delayed for 11-15 minutes 1 – delayed for more than 15 minutes	GSO personnel
		Registration of vehicles per government regulations;  Properties and equipment insured	5 – All (100%) vehicles/properties and equipment registered 1– below the total number of vehicles/ properties and equipment required/ needed to be registered	5- Excellent 4- Very Satisfactory 3- Satisfactory 2- Unsatisfactory 1- Poor	5 – 3 or more days before expiration 4 – 1 to 2 days before expiration 3 – on expiration of insurance/registration 2 – 1 to days after expiration 1 – 3 or more days after expiration	GSO personnel  Supply/BAC personnel
		Minor repair of external vehicle parts depending on the status of damage	5- 91 to 100% repaired 4- 81to 90% repaired 3- 61 to 80% repaired 2- 41 to 60% repaired 1- below 40% repaired	5- 100% functional 4- functional with minor repair 3- functional with major repair 2- total repair 1- not functional		GSO personnel
		Conduct ocular vehicle inspection before and after travel	5- 1 hour before/after travel 4- 30 mins. before/after travel 3- 20 mins. before/after travel 2- 10 mins. before/after travel 1- no inspection conducted			GSO personnel
	Maintain cleanliness of vehicle after travel	Immediately report any problem occur during the trip		Supervisor's Rating: 5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Poor 1 – Very Poor		GSO personnel
		Repair of electrical facilities/ outlets of buildings	5 – All (100%) requests for repair acted upon 1– Some requests not acted upon		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline ?	GSO personnel
		Maintenance of sounds/ lighting	5 – All (100%) 1– not all facilities maintained	Supervisor's rating: 5– Excellent 4– Very Satisfactory	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline	GSO personnel

				3-Satisfactory 2-Unsatisfactory 1-Poor	2 – 1 to days after deadline 1 – 3 or more days after deadline ?	
	<b>Provide Lodging and Accommodation Services</b>	Dormitory accommodation/lodging service provided - Personal care and assistance provided to the guests		Client's Rating: 5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Poor 1 – Very Poor		Lodging and accommodation personnel
	<b>Prepare documents required by Lamut Municipal Tourism Office</b>	Submission of accurate summary quarterly reports on number of guests/visitors checked in and out.			5- before set deadline 3- on due date 1- after set deadline	Lodging and accommodation personnel
		Receive and file request letters for reservation and confirmation on request for reservation.	5- 100% of documents filed 1- less than 100% of documents filed	Supervisor's rating: 5– Excellent 4– Very Satisfactory 3-Satisfactory 2-Unsatisfactory 1-Poor	5- within 3 days before the schedule of activity 3- within 2 days before the schedule of activity 1- within 1 day before the schedule of activity	Lodging and accommodation personnel
		Prepare the following: a) billing statement of clients b) visitor's and borrowers log book c) reservation schedule, and; d) notice of accommodation	5- 100% of documents prepared 1- less than 100% of documents prepared	Client's rating: 5– Excellent 4– Very Satisfactory 3-Satisfactory 2-Unsatisfactory 1-Poor	5- as scheduled 1-behind schedule	Lodging and accommodation personnel
	<b>Maintenance of cleanliness at the lodging area and function halls</b>	Check/maintain cleanliness of room amenities before arrival of guests and after departure	5- 100% of the required amenities 1- less than the required amenities	Client's rating: 5– Excellent 4– Very Satisfactory 3-Satisfactory 2-Unsatisfactory 1-Poor	5- as scheduled 1-behind schedule	Lodging and accommodation personnel
		Help in laundry for linens, bed make-up and bed strip	5- (100%) all cleaned and maintained 1- not cleaned and maintained	Client's rating: 5– Excellent 4– Very Satisfactory 3-Satisfactory 2-Unsatisfactory 1-Poor	5- as scheduled 1-behind schedule	Lodging and accommodation personnel
	<b>Provide procurement service (Supply Office, Finance, BAC Office)</b>	Procurement documents prepared -Inspection and Acceptance Report -Report of supplies, materials issued -Inventory custodian slip/ Property Acknowledgement Receipt -Waste Material Report -Disbursement Voucher	5 – 100% (All) 1 –less than 100%	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Supply Office personnel BAC

		Inspection and acceptance of procured materials/equipment a) Inspection (BAC) b) Acceptance (Supply)	5 – 100% (All) 1 –less than 100%	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- 1 day after complete delivery of supplies 4- 2 days after complete delivery of supplies 3- 3 days after complete delivery of supplies 2- 4 days after complete delivery of supplies 1-5 or more after complete delivery of supplies	Supply Office personnel BAC
	Canvassing of approved purchase requests	1. Procurement of goods below or equal to 50,000 pesos	Satisfaction rating by end-users on the procurement of requested goods/services.	5- Outstanding 4- Very satisfactory 3- Satisfactory 2- Poor 1- Very Poor (in terms of quality of the products, based on standard set by end-user)	5- 1 day after receipt of PR 4- 2 days after receipt of PR 3- 3 days after receipt of PR 2- 4 days after receipt of PR 1- 5 after receipt of PR	Supply Office personnel
	Bidding of approved PR for RFQ	2. Procurement of goods/services/projects amounting to 51,000 to 999,000 pesos	Satisfaction rating by end-users on the procurement of requested goods/services/projects	5- Outstanding 4- Very satisfactory 3- Satisfactory 2- Poor 1- Very Poor (in terms of quality of the products, based on standard set by end-user)	5- 1 day after receipt of PR 4- 2 days after receipt of PR 3- 3 days after receipt of PR 2- 4 days after receipt of PR 1- 5 after receipt of PR	BAC
	Bidding of approved project amounting to 1 million and above		Satisfaction rating by end-users on the procurement of requested goods/services/projects	5- Outstanding 4- Very satisfactory 3- Satisfactory 2- Poor 1- Very Poor (in terms of quality of the products, based on standard set by end-user)	5- 1 day after receipt of PR 4- 2 days after receipt of PR 3- 3 days after receipt of PR 2- 4 days after receipt of PR 1- 5 after receipt of PR	BAC
		Delivery/Issuance of supplies and equipment to requesting office/personnel or Notification given	5 – 100% (All) 1 –less than 100%	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- 1 day after completion of required releasing documents 4- 2 days after completion of required releasing documents 3- 3 days after completion of required releasing documents 2- 4 after completion of required releasing documents 1-5 after completion of required releasing documents	Supply Office personnel
		Update of report on the physical count of property, plant and equipment	5 – 100% (All) 1 –less than 100%	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline per RA 9184 2 – 1 to days after deadline 1 – 3 or more days after deadline	Supply Office personnel
		Bidding documents prepared	5 – 100% (All)	5- no error	5 – 3 or more days before deadline	Finance, BAC personnel

			1 –less than 100%	4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	4 – 1 to 2 days before deadline 3 – on set deadline per RA 9184 2 – 1 to days after deadline 1 – 3 or more days after deadline	
		Procurement record maintained and updated - Acknowledgement receipt of equipment - Inventory custodial slip - Property/Stock cards - Insurance of properties	5 – 100% (All) 1 –less than 100%	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Supply, BAC personnel
		Unserviceable Property disposed of per applicable prevailing rules and regulations within set deadline	5 – 100% (All) 1 –less than 100%	NA	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3– on set deadline 2– 1 to days after deadline 1– 3 or more days after deadline	Supply office personnel
	<b>Provide Human Resources Services (HRD Office)</b>	HR Services provided within set deadline				
		<ul style="list-style-type: none"> <li>• Recruitment and selection</li> </ul>				HRD personnel
		- Job vacancy posted	5 – complete 1 – incomplete	5 – accurate 4 – with 1 error 3 – with 2 errors 2 – with 4 errors 1 – with 5 errors	5 – within the day of receipt of approved request for hiring for COS or go signal from authorities for plantilla positions 4 – within 2 days 3 – within 3 days 2 – within 4 days 1 – beyond 4 days	HRD personnel
		- Evaluation of application papers	5 – complete 1 – incomplete	5 – Accurate 4 – with 1 error 3- with 2 errors 2 – with 3 errors 1 – with error	5 – within 5 working days after set deadline of submission 4 – within 6 days 3 - within 7 days 2 – within 8 days 1 – beyond 8 days	HRD personnel
		- Submission of application papers to the HRD from the campus	5 – complete 1 – incomplete		5 – 1 day after set deadline of submission 4 – 2 days after set deadline 3 – 3 days after set deadline of submission 2 – 4 days after set deadline 1 – beyond 4 days	HRD personnel
		- Administration of exams	5 – complete 1 – incomplete	5 – Accurate 4 – with 1 error 3- with 2 errors 2 – with 3 errors 1 – with 4 error	5 – within 3 working days after evaluation of documents 4 – within 4 days 3 – within 5 days 2 – within 6 days 1 – beyond 6 days	HRD personnel
		- Written and psychological		5 – accurate 4 – with 1 error	5 – within 3 working days upon administration	Guidance office personnel

		examination administered, checked, analyzed and submitted to HRD		3- with 2 errors 2 – with 3 errors 1 – with 4 error	4 – within 4 days 3 – within 5 days 2 – within 6 days 1 – beyond 6 days	HRD Personnel/ department/Office Concern
		- Conducted job interview			5 – within 1 week after receipt of exam results  4 – within 1 & ½ weeks 3 - within 2 weeks 2 – within 2 & ½ weeks 1 – beyond 2 & ½ weeks	HRD personnel
		- Comparative assessment result	5 – complete 1 – incomplete	5 – no error 4 – 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5 – within 1 working days upon receipt of all exam & interview results 4 – within 2 working days 3 – within 3 working days 1 – beyond 3 working days	HRD personnel
		- Background investigation conducted			5 – 1 working day after finalization of CAS 4 – 2 working days 3 – 3 working days 2 – 4 working days 1 – beyond 4 working days	
		- Preparation of appointment / COS documents with 5 working days	5 – complete 1 – incomplete	5 – no error 4 – 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5 – 3 working days after receipt of complete requirements from the appointee for plantilla positions/approved request for COS 4 – 4 working days 3 – 5 working days 2 – 6 working days 1 – beyond 6 working days	HRD personnel Campus HR
		• Employee welfare programs and services provided - Retirement benefits - Monetization	5 – complete 1 – incomplete	5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 – seven or more complaints	5 – 3 working days upon receipt of approved request 4 - 4 working days 3 – 5 working days 2 – 6 working days 1 – beyond 6 working days	HRD personnel Personnel In-charge
		- Facilitation of loan	5 – complete 1 – incomplete	5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 – seven or more complaints	5 – 1 working day upon receipt of approved request 4 – 2 working days 3 – 3 working days 2 – 4 working days 1 – 5 working days	Administrative Personnel HRD Personnel
		- Implementation of CNA	5 – complete 1 – incomplete	5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 – seven or more complaints	5 – within 2 working days after go signal from authorities 4 – within 3 days 3 – within 4 days 2 – within 5 days 1 – beyond 5 days	Finance Personnel Administrative Personnel



		- Implementation of PRAISE	5 – complete 1 – incomplete	5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 – seven or more complaints	5 – As scheduled 4 - 1 month after schedule 3 – 2 months after schedule 2 – 3 months after schedule 1 – 4 months beyond schedule	Finance Personnel HR Personnel PRAISE Committee
		- Mutual Aid	5 – complete 1 – incomplete	5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 – seven or more complaints	5 – 2 working days from receipt of notice 4 – 3 working days 3 – 4 working days 2- 5 working days 1 – beyond 5 working days	Finance Personnel Administrative Personnel
		- Employees' lodging		5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 – seven or more complaints	5 – 2 working days from receipt of notice 4 – 3 working days 3 – 4 working days 2- 5 working days 1 – beyond 5 working days	Campus Director
		- Health and wellness programs	5 – complete (all health and wellness programs implemented) 1 – incomplete	5 – no complaints 4 – one to two complaints 3 – three to four complaints 2 – five to six complaints 1 – seven or more complaints	5 – within schedule 4 – 1 month after schedule 3 – 2 months after schedule 2 – 3 months after schedule 1 – beyond 4 months after schedule	HRD personnel of all campuses
		<ul style="list-style-type: none"> <li>• Personal records are updated and maintained upon the receipt of needed documents (processing)</li> <li>- PSIPOP</li> <li>- 201 Files</li> <li>- Leave/COC</li> <li>- Credit/Balance</li> <li>- Service Record</li> </ul>	5 – complete 1 – incomplete	5 – no error 4 – 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5 – 1 working day 4 – 2 working days 3 – 3 working days 2 – 4 working days 1 – beyond 4 working days	HRD personnel
		- Payroll (includes NOSI, NOSA)	5 – complete 1 – incomplete	5 – accurate 4 – with 1 revision 3 – 2 revisions 2 – 3 revisions 1 – more than 3 revisions	5 – 1 working day 4 – 2 working days 3 – 3 working days 2 – 4 working days 1 – more than 3 working days	Finance department
		- Submission of DTRs to Finance Office	5 – complete 1 – incomplete	5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5 – on set deadline 4 – 1 working day after set deadline 3 – 2 working days 2 – 3 working days 1 – beyond 3 working days	HRD personnel
		- Checking/Evaluation of DTRs of employees on COS		5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors	5 – immediately (within 1 hour 4 – within 2 hours 3 – within 3 days 2 – within 4 hours	HRD personnel

				1 – more than 3 errors	1 – beyond 4 hours	
		- Submission of DTRs of the Campus to University HRD	5 – complete 1 – incomplete	5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5 – on set deadline (2 weeks before deadline of submission to Finance by university HRD) 4 – 1 week before deadline of submission to finance by HRD 3 – 3 days before deadline of submission to Finance 2 – 2 days 1 – 1 day	Campus HR
		<ul style="list-style-type: none"> <li>Capability Building programs provided</li> <li>Learning Needs Analysis conducted as scheduled</li> </ul>	5 – 100% of employees 4 – 75% of employees 3 – 50% of employees 2 – 25% of employees 1 – below 25% of employees		5 – before set deadline 4 – within set deadline 3 – 1 month after set deadline 2 – 2 months after set deadline 1 – 3 months after set deadline	HRD personnel of all campuses
		- Participants identified for training programs local and foreign	5 – complete 1 – incomplete		5 – within 2 working days 4 – within 3 working days 3 – within 4 working days 2 – within 5 working days 1 – beyond 5 working days	HRD personnel
		<ul style="list-style-type: none"> <li>Career Pathing</li> <li>Prepare survey instrument</li> </ul>	5– complete 1– incomplete	5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5-3 or more days before deadline 4-1 to 2 days before deadline 3– on set deadline 2 – 1 to 2 days after deadline 1-3 days or more after deadline	HRD personnel, Campus HRD personnel
	<b>Records Section</b>	Prepare/submit ARA of employees for updating of remittance to GSIS	5– complete 1– incomplete		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	Records personnel
		Approval/confirmation of employees GSIS loans			5- immediately upon application 4- 1 day after application 3- 2 days after application 2- 3 days after application 1-lapsed application	Records personnel
		Create inventory of all records	Reports		5-90 to 100% of all records 4-60 to 80 % of all records 3-40 to 50 % of all records	Records personnel

					2-20 to 30% of all record 1-10% of all records	
	<b>Finance</b>					
	<b>Liquidation of Cash Advances</b>					
	Prepare and Submit Liquidation Reports	Sign liquidation reports	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5– immediately 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/ Accounting Personnel
		Monitor liquidation of cash advances			5 – 3 or more days before the reglementary period 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Finance department/ Accounting Personnel
		Prepare and Submit liquidation reports to COA	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Finance department/ Accounting Personnel
	<b>Purchase Orders</b>					
		Review purchase order under GF/STF	5 – complete 1 – incomplete		5– immediately 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Sign Funds Availability on Purchase Orders			5– immediately Upon receipt of POs/SDs 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
	<b>Vouchers</b>					
		Sign cash availability on voucher (Box b)			5 – immediately upon receipt of DVs/Ors/SDs/payroll 4 – within 3 to 5 minutes 3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	Finance department/
	Prepare sign, and number vouchers	Prepare voucher	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors	5 – immediately upon receipt of complete SDS 4 – within 3 to 5 minutes	Finance department/

				2-with 3 errors 1 – with 4 or more errors	3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	
		Sign cash availability voucher (Box b)			5 – immediately upon receipt of DVs/Ors/SDs/payroll 4 – within 3 to 5 minutes 3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	Finance department/
		Prepare monthly vouchers	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
		Prepare STF Journal Entry Vouchers (in DVs)		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately upon receipt 4 – within 3 to 5 minutes 3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	Finance department/
		Voucher numbering		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately upon receipt 4 – within 3 to 5 minutes 3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	Finance department/
		Sign of LDDAP			5 – immediately upon receipt LDDAP/ADA 4 – within 3 to 5 minutes 3 – within 6-10 minutes 2 – within 11-15 minutes 1 – after 15 minutes	Finance department/
		Sign SLIAE			5– immediately Upon receipt of LDDAP/ADA 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Sign Advice of Checks issued and Cancelled (ACIC)			5– immediately Upon receipt 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Prepare JEV per transaction	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5– immediately Upon receipt 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/

	Prepare Check Disbursement and General Journals	Prepare Check Disbursement and General Journals	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Finance department/
		Prepare Ledgers (GL & SL)	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Finance department/
		Prepare Monthly and Quarterly FS	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after deadline	Finance department/
		Prepare ADA	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately Upon receipt of LDDAP 4- within 5-10 minutes 3- within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Prepare Bank Reconciliation Statement (STF, GF Special and Regular) for the months	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more days after Finance department/ deadline	Finance department/
	Preparation of :					
	- Total assessment per year	Prepare the form/document/report on due date	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	- Subsidiary ledger of CHED, TEAP, TESAP and other scholarships	Prepare the form/document/report on due date	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/

	- Safe loan receivable	Prepare the form/document/report on due date	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	Maintain and update contractor's folders/subsidiary ledgers	Contractor's record updated	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	Payment of salaries of student assistants	Paid salaries of student assistants	5 – complete 1 – incomplete		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Issuance of:					
	- Clearance forms to students	Issued clearance forms of students on time			5- immediately upon request 4- 1-2 minutes 3- 3 mins. Upon request 2- 4-5 minutes 1 – 5 minutes and beyond	Finance department/
	- Test permit	Issued test permits of students on time			5- immediately upon request 4– 1-2 minutes 3- 3 mins. Upon request 2- 4-5 minutes 1 – 5 minutes and beyond	Finance department/
	- Statements of Accounts	Issued statement of accounts of students on time		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately upon request 4– 1-2 minutes 3- 3 mins. Upon request 2- 4-5 minutes 1 – 5 minutes and beyond	Finance department/
	- Assessment	Issued assessment forms of students on time		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately upon request 4– 1-2 minutes 3- 3 mins. Upon request 2- 4-5 minutes 1 – 5 minutes and beyond	Finance department/
	- Billing and Enrolment	Issued billing and enrolment of students on time		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately upon request 4– 1-2 minutes 3- 3 mins. Upon request 2- 4-5 minutes 1 – 5 minutes and beyond	Finance department/
	Remittances:					
	• Withholding Taxes non-TRA	Remitted withholding taxes-non TRA	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	• Withholding Taxes-TRA	Remitted withholding taxes-TRA	5 – complete 1 – incomplete	5- no error 4- with 1 error		Finance department/

				3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		
	- Prepare BIR Forms 2316 (Employees Certificate of Compensation Withholding Tax)	Prepared BIR forms 2316 on time	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 1-5 minutes per employee 4 – within 6-10 minutes 3 – within 11-15 minutes 2 – within 16-20 minutes 1 – after 20 minutes	Finance department/
	• GSIS	Remitted GSIS contributions	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	- Prepare Alpha List with voucher	Prepared Alpha List with voucher	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately after the payroll is processed 4 – 2-3 hours 3- 4 hours 2- 5 hours 1 – beyond 5 hours	Finance department/
	• PAG-IBIG	Remitted PAGIBIG contributions	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	- Prepare Alpha List with voucher	Prepared Alpha List with voucher	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately after the payroll is processed 4 – 2-3 hours 3- 4 hours 2- 5 hours 1 – beyond 5 hours	Finance department/
	• PHILHEALTH	Remitted PHILHEALTH contributions	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	- Prepare Alpha List with voucher	Prepared Alpha List with voucher	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately after the payroll is processed 4 – 2-3 hours 3- 4 hours 2- 5 hours 1 – beyond 5 hours	Finance department/
	• Salaries					
	-Prepare Payroll	Prepared payroll on time	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/

	-Payroll Register	Prepared payroll register on time	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately after the payroll is processed 4 – 2-3 hours 3- 4 hours 2- 5 hours 1 – beyond 5 hours	Finance department/
	Payment of:					
	• IGP	Payment made for IGP	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	• Trust Fund	Payment made for Trust Fund	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	Prepare Bank Reconciliation	Bank reconciliation prepared	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Submit vouchers to COA	Submission of vouchers to COA on time	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Sign Box B of ORS	Sign/approves ORs on time			5– immediately Upon receipt if fund is available 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
	Present of 2017 Budget Proposal to ADCO	Presented Budget Proposals to ADCO	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	Prepare Forward Estimates, TIER 1 and TIER 2	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	Submit Budget Proposal to President ready for ADCO	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/



	Submit 2017 Budget Proposal to NEDA and DBM	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Online Submission of BEDS to DBM thru the Unified Reporting System	Accuracy of report		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Prepare Monthly updated salary loan schedule	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to days after deadline 1 – 3 or more	Finance department/
	Numbering of NORSA	Accuracy of report			5- immediately Upon receipt 4- within 5-10 minutes 3- within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
	Reconciliation of Obligations (Budget) to Accounting (Disbursements)	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
	Preparation BURs	Accuracy of report	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately Upon receipt 4- within 5-10 minutes 3- within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Fund ceiling on PR		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately Upon receipt if fund is available 4- within 5-10 minutes 3- within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
	<b>Cash Section</b>					
		Issue official receipts per student	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately Upon receipt of payment 4- within 5-10 minutes 3- within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Deposit collected fees -	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5 – immediately the following day upon receipt of DVs 4 – within 2 days after 3 – within 3 days after 2 – within 4 days after 1 – within 5 days or more	Finance department/

		Prepare LDDAP-ADA database	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately upon receipt of SLIIAE 4- -5-15 minutes 3- 16-30 minutes 2- 31-45 1 45 minutes and beyond	Finance department/
		Sign ADA			5– immediately Upon receipt 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Prepare SLIIAE		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5- immediately upon receipt of SLIIAE 4- -5-15 minutes 3- 16-30 minutes 2- 31-45 1 45 minutes and beyond	Finance department/
		Sign advice of LDDAP-ADA		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5– immediately Upon receipt 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Sign of advice of checks issued			5– immediately Upon receipt 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Update Cash books	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors		Finance department/
		Prepare and sign check		5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5– immediately Upon receipt 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
		Prepare RCIs & Accountable forms	5 – complete 1 – incomplete	5- no error 4- with 1 error 3 – with 2 errors 2-with 3 errors 1 – with 4 or more errors	5– immediately Upon receipt 4– within 5-10 minutes 3– within 11 – 15 minutes 2 –within 16 to 20 minutes 1 – after 20 minutes	Finance department/
	<b>Satellite Campuses – Finance Section</b>					
	<ul style="list-style-type: none"> <li>Submit Collection Report</li> </ul>	Report collection submitted monthly to Main Campus	5- submitted required report 1-no report submitted	5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5-submitted within 1 to 2 days 4-submitted within 3 to 4 days 3-submitted within 5 working days 2-within 6 to 7 working days 1- beyond 7 working days	Cash Section personnel (Satellite Campus)

	<ul style="list-style-type: none"> <li>Prepare Test Permit</li> </ul>	Test permits prepared before examination date	5 – complete 1 – incomplete	5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5-5 or more days before examination date 4-within 3 to 4 days before examination date 3-within 1 to 2 days before the examination date 2-on the day of examination 1-after the exam date	Personnel in-charge (Satellite Campus)
	<ul style="list-style-type: none"> <li>Verify student accounts before signing of clearance</li> </ul>	Verified student accounts before signing of clearance	5 – complete 1 – incomplete	5 – accurate 4 – with 1 error 3 – 2 errors 2 – 3 errors 1 – more than 3 errors	5-within 3 minutes per student 4-within 4 to 5 minutes per student 3-within 6 to 8 minutes per student 2-within 9 to 12 minutes 1-beyond 12 minutes	Personnel in-charge (Satellite Campus)
	<b>NBC Zonal Center Services</b> <ul style="list-style-type: none"> <li>Review/Evaluation of CCE Documents</li> </ul>	Review/Evaluation of CCE documents 3 months after receipt			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	NBC Zonal Center personnel
	<ul style="list-style-type: none"> <li>Review/Evaluation of QCE documents</li> </ul>	Review/Evaluation of QCE documents 2 months after receipt			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	NBC Zonal Center personnel
	<b>Local NBC Center Services</b> <ul style="list-style-type: none"> <li>Conduct of orientation to Faculty members</li> </ul>	No. of orientation conducted regularly	5 – complete 1 – incomplete		5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Local NBC Center personnel
	<b>Infra and Site Development</b> <ul style="list-style-type: none"> <li>Construction of infra projects</li> </ul>	Prepare program of works of infra projects			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Infra and Site Dev. personnel
		Monitor/Inspect	5-100% of the projects inspected/monitored 1-below 100%	5-project is in accordance to specification 1-with back job	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Infra and Site Dev. personnel
	<ul style="list-style-type: none"> <li>Rehabilitation of existing infrastructure</li> </ul>	Prepare program of works of infra projects			5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Infra and Site Dev. personnel
		Monitor/Inspect	5-100% of the projects inspected/monitored 1-50% and below	5-project is in accordance to specification 1-with back job	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	Infra and Site Dev. personnel

	<b>DPIM-ICT Services</b> • Development of system/ program	a) Submitted proposal for system development		5-approved 4-with minor revisions 3-with major revisions 2-total revisions 1-Disapproved	5 – 3 or more days before deadline 4 – 1 to 2 days before deadline 3 – on set deadline 2 – 1 to 2 days after deadline 1 – 3 or more days after deadline	DPIMT Personnel
		b) Implemented approved system		5-100% functional 4-functional with minor revisions 3-functional with major revisions 2-total revision 1-not functional	5 – 3 or more weeks before deadline 4 – 1 to 2 weeks before deadline 3 – on deadline (based from the proposed development timeframe) 2 – 1 to 2 weeks after deadline 1 – 3 or more weeks after deadline	DPIMT Personnel
	• Update and maintenance of existing/implemented system	Response to encountered system bugs/errors	5- 100% of the request respondent to/acted upon 1-below 100%	Client Satisfaction Rating: 5- Outstanding 4- Very Satisfactory 3- Satisfactory 2- Poor 1- Very Poor		DPIMT Personnel  Personnel/User
		Monitor and maintain system database	5- 100% complete request 1-below 100%	5- stable 1- unstable		
	• Maintenance of Computers and Software	Updated and maintained software	5-100% of computers and software 1-below 100%	5-functional 1-non-functional		DPIMT Personnel
		Response to requests for repairs	5-100% of requests 1-below 100%	Client satisfaction rating: 5-Outstanding 4-Very Satisfactory 3-Satisfactory 2-Poor 1-Very Poor	5-within 1 day 4-within 2 days 3-within 3 days upon receipt of request 2-within 4 days 1-after 4 days and above	DPIMT Personnel
	• Maintenance of network infrastructure	a) Response to request to troubleshoot internet connectivity	5-100% of requests 1-below 100%	Client satisfaction rating: 5-outstanding 4-very satisfactory 3-satisfactory 2-unsatisfactory 1-poor	5-within 1 day 4-within 2 days 3-within 3 days upon receipt of request 2-within 4 days 1-after 4 days and above	DPIMT Personnel
	Internal Control Unit • Implementation of Auditing rules and policies	Recommendations submitted for consideration in relation to implementation of auditing rules and policies	5-100% 1-below 100%		5-within 1 day 4-within 2 days 3-within 3 days upon receipt of request 2-within 4 days 1-after 4 days and above	ICU personnel
		Auditing/Assessment of financial transactions	5-100% of documents of financial transactions acted upon 1-below 100%	5– no error 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors	5-within 1 day 4-within 2 days 3-within 3 days upon receipt 2-within 4 days 1-after 4 days and above	ICU personnel
	Income Generating Projects • Management of IGPs	Submitted proposal for IGP	5-130% and above the targeted number		5-within the rating period 1-beyond the rating period	IGP personnel

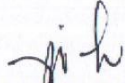
			4-115-129% 3-100-114% 2-51-99% 1-50% and below			
	Executive Assistants <ul style="list-style-type: none"> <li>Review/Assess communication for the President's action</li> </ul>	Accuracy of the assessment of the communication given to the President for action		5- no error 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors		EA personnel
	Medical-Dental Services					
	<ul style="list-style-type: none"> <li>Provide health services</li> </ul>	Physical examination conducted	5- 90 to 100% of clients served 4- 80 to 89% of clients served 3- 60 to 79% of clients served 2- 40 to 59% of clients served 1- less than 40 of clients served		5-Immediately responded to patients 1-Delayed response	Physician/Dentist
		Assisted in physical examination	5-100% of health services 1-below 100% -delete 5- 90 to 100% of clients served 4- 80 to 89% of clients served 3- 60 to 79% of clients served 2- 40 to 59% of clients served 1- less than 40 of clients served		5-Immediately responded to patients 1-Delayed response	Nurse/Health Service Staff
		Provided medical services on BP monitoring, first aid, etc.	5-100% of clients 1-below 100% -delete  5- 90 to 100% of clients served 4- 80 to 89% of clients served 3- 60 to 79% of clients served 2- 40 to 59% of clients served 1- less than 40 of clients served		5-Immediately responded to patients 1-Delayed response	Campus Nurse/Health services staff
	<ul style="list-style-type: none"> <li>Referral of patients for further management</li> </ul>	Referred patients for further management	5- 90 to 100% of patients 4- 80 to 89% of patients 3- 60 to 79% of patients 2- 40 to 59% of patients 1- less than 40 of patients		5-Immediately 1-Delayed response	Physician/Health services staff
	<ul style="list-style-type: none"> <li>Campus visitation (Physician)</li> </ul>	Visited the campuses regularly	5-100% of clients 1-below 100%		5-within the rating period 1-beyond the rating period	
	<ul style="list-style-type: none"> <li>Supervision of general cleaning activities of the campus</li> </ul>	Cleaning activities initiated, coordinated and supervised			5-within the rating period 1-beyond the rating period	Assigned Campus Nurse/ Health services staff
	<ul style="list-style-type: none"> <li>Regular water treatment</li> </ul>	Water in the campus regularly treated (depends on availability of chlorine), (quarterly)	5- 90 to 100% of water reservoir 4- 80 to 89% of water reservoir 3- 60 to 79% of water reservoir 2- 40 to 59% of water reservoir			Health services staff

			1- less than 40 of water reservoir			
		Monitoring of sanitary permits of food stalls within the campus	5- 90 to 100% of food stalls has sanitary permit 4- 80 to 89% of food stalls has sanitary permit 3- 60 to 79% of food stalls has sanitary permit 2- 40 to 59% of food stalls has sanitary permit 1- less than 40 of food stalls has sanitary permit		5-Immediately 1-Delayed response	Health Service Staff
		Prepare documents for accreditation/program evaluation by AACUP and CHED	5- 91 to 100% complete 4-80 to 90% complete 3- 60 to 79% complete 2- 40 to 59% complete 1- less than 40% complete		5- submit documents within 3 or more days before due date 4- within 1 to 2 days before due date 3- on due date 2- 1 to 2 days after due date 1- 3 or more days after due date	Health Service Staff
	Security Services <ul style="list-style-type: none"> <li>• Maintain peace and order</li> <li>• Secure University properties, personnel, clients, and visitors</li> </ul>	Response time to incidents			5- immediately 4-within 5 minutes 3- within 6 – 10 minutes 2-within 11-15 minutes 1-beyond 15 minutes	Security personnel
		Roving/Monitoring	5- acted upon 100% untoward incidents during time of duty 1-below 100%		5-on schedule 1-behind schedule	Security personnel
		Record incoming and outgoing vehicles, visitors/guests, documents, etc.	5-100% of clients 1-below 100%		5- immediately 4- within 5 minutes 3-within 6-10 minutes 2-within 11-15 minutes 1-beyond 15 minutes	Security personnel
		Report incidents or suspicious activities/visitors, etc.	5-100% of clients 1-below 100%	5-100% accuracy of facts/information reported 4-with 1 error 3-with 2 errors 2-with 3 errors 1-with 4 errors	5-submitted report within the day 4-submitted report after 1 day 3-submitted report after 2 days 2-submitted report after 3 days 1-submitted report after 4 days	Security personnel
		Client satisfaction rating		5-outstanding 4-very satisfaction 3-satisfactory 2-unsatisfactory 1-poor		Security personnel

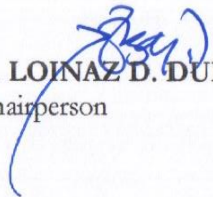
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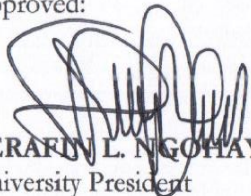
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